

using SkyHD

sky

Welcome to the world of SkyHD

This is your essential guide
to using your SkyHD box

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Back to basics

The Sky installer should have shown you the basics of how to use your Sky equipment. Here's a reminder of what you need to enjoy the channels and features on offer.

Your SkyHD remote control

sky sets your remote to control your SkyHD box

tv sets your remote to control your TV

box office shows Sky Box Office programmes

tv guide shows TV and radio listings

mute turns your TV's sound on and off

vol changes your TV's volume

show what's on other channels or highlight on-screen options

text switches to text mode

|| This feature isn't available on the SkyHD box

▶ This feature isn't available on the SkyHD box

◀◀ This feature isn't available on the SkyHD box

⏻ This feature isn't available on the SkyHD box



power turns your SkyHD box on, to standby or off, and turns your TV on and off

services gives options including subtitles, favourite channels and turning off the mini TV

interactive provides interactive services

i tells you more about a programme

ch changes channel or goes up/down a page

select confirms a menu option

back up jumps back to last page or to previous level in Sky Guide screens

help turns on subtitles/audio description or shows help on using Sky Guide

▶▶ This feature isn't available on the SkyHD box

◀ This feature isn't available on the SkyHD box

red green yellow blue select on-screen options

1 - 0 enter channel numbers or select menu options

0 press before entering a radio channel number






Your SkyHD box



* Your SkyHD box has been designed to stand on either end if you so choose.



Control Keys

-  turns your SkyHD box on, to standby or off
- back up** jumps back to last page or to previous level in Sky Guide screen
- + / - arrows** changes channels
-  lights green when you're online (using the phone line)
-  lights yellow when there's a network error
-  lights red when the remote control is used
-  lights green when the box is on, amber when the box is in standby and red when the box is off

About your SkyHD box

With your SkyHD box, a compatible HD ready TV and the relevant subscriptions you can enjoy fantastic Sky entertainment in glorious High Definition – and that's not all. With a 3D ready TV and the relevant subscriptions you can also enjoy the very best from Sky in amazing 3D.

Your SkyHD box gets HD information from the satellite through the minidish. It then decodes the information and sends it to your TV.

What is Sky HD?

Sky currently has the widest choice of HD entertainment with over 50 HD channels, showing all your favourite dramas, documentaries, latest movie releases and live sporting action, all in high definition.

To discover what's on in HD go to *TV Guide* and select the *HD & 3D* tab, visit sky.com/tvlistings or go to page 19 of this guide.

Check out our **HD jargon-buster** on page 60.

What is Sky 3D?

The next revolution in TV is here. Sky 3D, Europe's first 3D TV channel, is available today with your SkyHD box, a 3D ready TV and 3D glasses. Using the latest technology to create an incredible 3D experience, Sky brings you some of the best sports, movies and entertainment in amazing 3D.

To discover what's on in 3D, go to *TV Guide* and select the *HD & 3D* tab, visit sky.com/tvlistings or go to page 19 of this guide.

Sky World HD customers with a 3D TV can watch Sky 3D at no additional cost. To find out how you can activate Sky 3D in your home, visit sky.com/3d



What you need to enjoy SkyHD

To enjoy all the benefits of SkyHD you need a compatible HD ready TV, a SkyHD box and subscriptions to Sky TV with the HD Pack.

Your SkyHD box is designed to work with TVs that carry the HD ready logo. You can use a TV without the HD ready logo as long as it has these technical features:

- The screen must have a minimum native resolution of 720 lines in wide aspect ratio.
- The screen must be able to receive High Definition pictures by either a DVI (with HDCP) or an **HDMI** port (with HDCP).
- The TV must be able to display both 1080i/25 and 720p/50.



For more details about your TV, contact the manufacturer or your retailer.
To find out more about Sky HD equipment in general, visit sky.com/boxes

Keeping you up-to-date

As we make improvements and create new features, we update the software you see on-screen by sending it via the satellite. We'll let you know about these new features as soon as they're available.



Ensure you have all the benefits of the SkyHD box

To subscribe to Sky HD or Sky 3D, call the relevant number listed under the *telephone numbers* in your Sky Guide (see page 58).

Your viewing card

Your viewing card needs to stay in your SkyHD box at all times so you can view all the Sky TV channels you're entitled to.

The viewing card slot is under the flap on the front of your SkyHD box.

There's no need to remove the viewing card unless it's faulty or has expired.

Please remember these cautions:

- Don't remove or re-insert the viewing card unnecessarily.
- Don't bend the viewing card.
- Keep the card away from heat and sunlight.
- Keep the card dry. Never clean it with fluids – use a soft dry cloth.
- Keep the card away from small children and pets.



keep your viewing card in its slot

Your SkyHD remote control and your TV

Your SkyHD remote control can work with both your SkyHD box and your TV.

Press **tv** on the remote control to switch control from the SkyHD box to the TV.

Press **Sky** to go back to controlling the SkyHD box.

If you leave your remote control without batteries for longer than 10 minutes, or if you have a new TV, you need to reset the remote control to work with your TV. See **Resetting your remote control** (page 39) for details or visit sky.com/remotecocontrols



Getting started

Turning your SkyHD box on, to standby, and off

Press the **Sky** button on your SkyHD remote control to turn the box on, and wait for a few moments for it to start up.

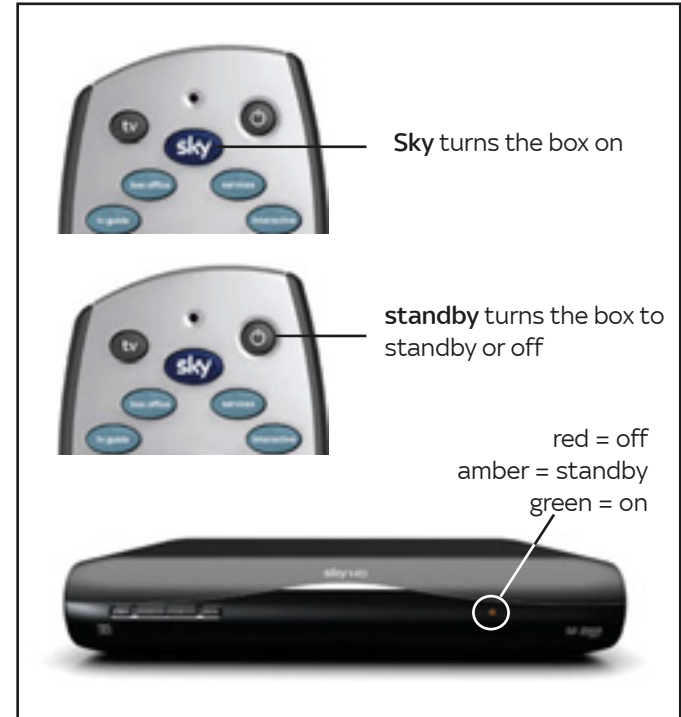
To turn your SkyHD box to standby, press the **standby** button on your remote control.

To turn your SkyHD box to off, press and hold the **standby** button for five seconds on your remote control. The standby light on the front panel is red when your SkyHD box is plugged into the mains but turned off. The light is green when your SkyHD box is on. The light is amber when your SkyHD box is in standby.



To save power and money, please put your SkyHD box into standby mode when you're not using it.

See **Saving energy with Auto Standby** (page 45) to read about your SkyHD box's automatic energy-saving mode.



Changing the volume

Use the remote control's **vol +/-** button to change the volume of your TV.

You can turn the volume off altogether by pressing the **mute** button.

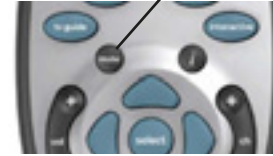
Changing channels

To go through the channels one at a time, press the **channel +/-** button on your remote control and wait for the channel to change.

If you know a channel's number you can enter it on the remote to jump straight to that channel. For example, enter the sequence **5-0-1** for Sky News HD.

See the chapter **Seeing what's on** (page 16) for details on changing channels from the Now, Next & Later banner or from full-screen listings such as TV Guide.

use the **vol +/-** button or **mute** for volume control



change channels one at a time with **ch +/-**



or by channel number with the number buttons

About the Now, Next & Later banner

The Now, Next & Later banner is your ultimate on-screen helper – it lets you see what's on now and later, change channels, set reminders, all without interrupting what you're watching.

- Press an arrow button or **select** to show the Now, Next & Later banner.
- Press **back up** to remove the banner.

There are tips on using the banner throughout this guide, most importantly:

- **Seeing what's on** (page 16).
- **Finding out more about a programme with the *i* button** (page 21).



use the arrows or **select** to show the banner



the banner shows you what's on now and later

You're in control with Sky Guide

You control what you watch on your SkyHD box by browsing the on-screen Sky Guide using your remote control.

Pressing **tv guide** on your remote control displays the following *TV Guide* screen:

information area

top menu
use **left/right** to highlight the option you want then press **select**

middle menu
use **left/right** to highlight the tab option you want then press **select**

bottom menu
or 'listings'
use **up/down** and **left/right** to highlight the item on the page

mini TV
(if available) showing what you're watching so you don't miss the action

shortcuts
to get to a different Sky Guide page or your stored favourites, press one of the colour buttons as shown at the bottom of the screen

The screenshot shows the Sky Guide interface. At the top is a 'TV GUIDE' header with icons for TV Guide, Home, Search, Favorites, and Lock. Below this is a 'mini TV' window showing a live video feed. The main area is divided into tabs: 'ALL CHANNELS', 'HD & 3D', 'ENTERTAIN', 'LIFESTYLE', 'MOVIES', and 'SPORTS'. The 'ALL CHANNELS' tab is selected, showing a list of channels and their current programs. At the bottom, there are three color-coded buttons: a green button for 'Home', an orange button for 'Favourites', and a blue button for 'Shortcuts'.

Channel	Program	Time
101 BBC 1 London	The Chase	9:00pm
102 BBC 2 England	How Britain Got...	9:30pm
103 ITV1 London	Midsomer Murders	10:00pm
104 Channel 4	Grand Designs	
105 FIVE	5th Gear	
106 Sky1 HD	Dream Lives For Sales	

to go back... Press **sky** to leave the screens and go back to what you were watching





















Use **back up** or **up** to jump back to the previous level, e.g. from the listings to the middle menu, from the middle menu to the top menu

Overview of Sky Guide options

The top menu allows you to pick an option from any Sky Guide screen by scrolling left/right to highlight your choice, and then pressing **select**.

top menu



Symbol / Option	How to get there		Description
 TV GUIDE			see what's on for the next seven days on all channels including HD
 PLANNER		+ green	manage your reminders and recordings
 ANYTIME		Box office button + scroll left	this functionality is currently unavailable on this product
 BOX OFFICE			order Sky Box Office movies, sports and events
 INTERACTIVE			play games, get up-to-date information
 RADIO		Box office button + scroll right	listen to and record digital radio channels
 SEARCH		+ blue	search for a specific programme
 PARENTAL		+ scroll left	change your PIN, set viewing restrictions, limit spending
 OPTIONS			set up your favourite channels, turn on subtitles
 SETTINGS		+ scroll right	change picture and sound settings, test your SkyHD box system

Showing your Sky Guide pages in full-screen mode

Turning the mini TV off gives you a full screen of listings and plays the audio of what you are watching.

To see your Sky Guide screens in full-screen mode:

- 1 Press **services** (for *Options*), press **down** then select the *Customise* tab.
- 2 Under *Mini TV Mode*, press **left/right** to choose *OFF*.
The mini TV and the programme information area disappear.
- 3 Press the **green** button to confirm (*Save Settings*).



To get details on a programme in full-screen mode, just highlight it and press **i**.



Seeing what's on

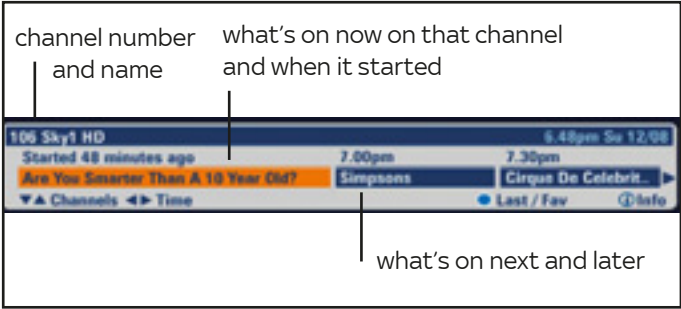
Quick glance at what's on with Now, Next & Later

With Sky you don't have to change channels to see what else is on.

When you're watching a programme, press **select** or the **up/down** arrow.

The on-screen Now, Next & Later banner appears.

- To see what's on the same channel at different times today, use the **left/right** arrow.
- To see what's on a different channel, use the **up/down** arrow then **left/right** to check different times.
- To watch a programme, highlight it and press **select**. If it's on later, the programme is added to your Planner and you'll get a reminder just before it starts. See **Setting reminders for programmes** (page 24).



Complete overview of what's on with TV Guide



To see the entire list of channels and programmes for the next seven days, use the TV Guide pages:



1. Press **tv guide**

2. Sort the channel list by selecting a category tab. Use **left/right** to highlight one of the following, then press **select**:

All channels, HD, Entertainment, Lifestyle, Movies, Sports, News, Documentaries, Kids, Music, Shopping, Religion, International, Gaming, Specialist, Adult, Favourites. (Remember these are types of channel rather than programme.)



Information area

3. Use **up/down** to highlight a channel.

Enter the channel number to jump straight to the channel you want (three digits for TV channels, four digits starting with 0 for radio).

These colour options change depending on where you are in the SkyHD Guide.

Press **ch+** or **ch-** to go to the next/previous page of listings.

4. Use **left/right** to highlight programmes and see what's on at different times.

To watch a programme, highlight it and press **select** to show it in the mini TV (if available) then **select** again to tune to it (in full-screen mode, just press **select** once to tune straight to it). If it's on later or on another day, you get a reminder just before it starts. See **Setting reminders for programmes** (page 24).



Use **back up** to jump back to the previous level, i.e. from the listings to the middle menu, from the middle menu to the top menu.

Press **Sky** to leave TV Guide completely.

Finding a specific channel in TV Guide

TV Guide lists channels by channel number.

- If you know the number of the channel, you can enter it using the number buttons.
- Go down a page at a time by pressing **ch-**.
- To see what's on later on that channel, keep pressing **right**.
- To see what's on up to seven days in advance on that channel, use the **yellow** (+24 Hours) and **blue** (-24 Hours) buttons.



Radio channel numbers start with a zero (for example, 0101).



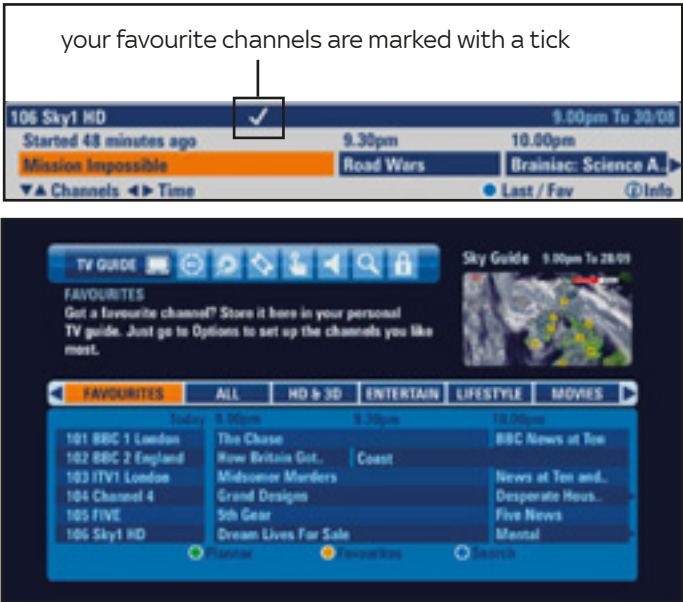
Seeing what's on your favourite channels

Once you've marked channels as your favourites (see page 32), you can choose to see what's on those channels only.

To see what's on your favourites without interrupting what you're watching, just keep pressing the **blue** button. The banner appears, showing your favourites one by one. The first channel you see when you press the **blue** button is the channel you last viewed. Press **blue** again to get to your favourites.

You can get a complete overview of what's on all your stored favourite channels with any of these shortcuts:

From *TV Guide*: press **yellow** or scroll to the *Favourites* tab.



Seeing what's on the HD channels

To see listings for HD channels only, go to *TV Guide* and select the *HD & 3D* tab.

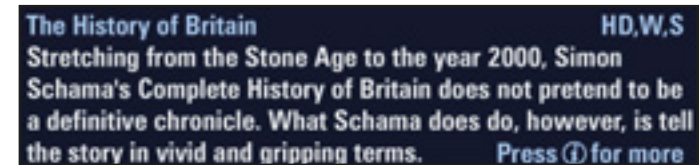


Identifying HD programmes

In Now, Next & Later and general listings, you can spot HD channels easily as they have the letters *HD* after the channel name; for example, *Sky1 HD*.

A programme broadcast in High Definition will have the letters *HD* in its programme information bar:

- While watching the programme, press **i** on your remote control.
- From the Sky Guide listings, just highlight the programme and check the programme information in the top left corner. In full-screen mode, highlight the programme and press **i**.
- HD programmes can be highlighted in yellow in the TV Guide listings so they're easier to spot. To turn this setting on, go to *Options > Customise*. Under *Highlight Programmes Originated in HD* press **left/right** to select **ON**. Press **green** (*Save Settings*) when you're done.



Finding a specific programme



You can search for a specific programme, or type of programme, showing in the next seven days using the Search option.

To start, press **tv guide** then the **blue** button (*Search*).

Searching by title

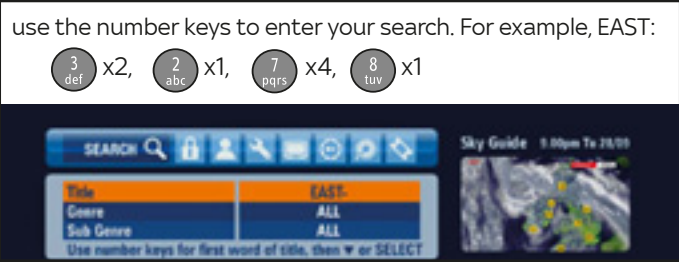
To search for a programme using the first word in the title, use the remote number keys (as though you were typing a text message). For example, to search for all programmes beginning with EAST, press 3 twice, 2 once, 7 four times, and 8 once. Press **left** to delete the last letter or **back up** to delete all the letters you have entered. Press **down** to refine your search by genre, and subgenre, or **select** to get the programme results.

Searching by genre

You can narrow your search by searching by category; for example, *Sports*, *Movies* or *Kids*. Go even further and search by subgenre. Press **select** when you're done to start the search. Alternatively, press **back up** if you want to go back to the *Title* field.

Changing your search

To change your search criteria, press **red** (*New Search*) to remove what you previously entered and start again. Alternatively, you can press **back up** to remove your title search.



Going back to the channel you last viewed

When you're watching TV and decide to go back to the channel you were watching before, just press the **blue** button. The banner appears, showing the last channel you viewed. Press **select** to tune to that channel.

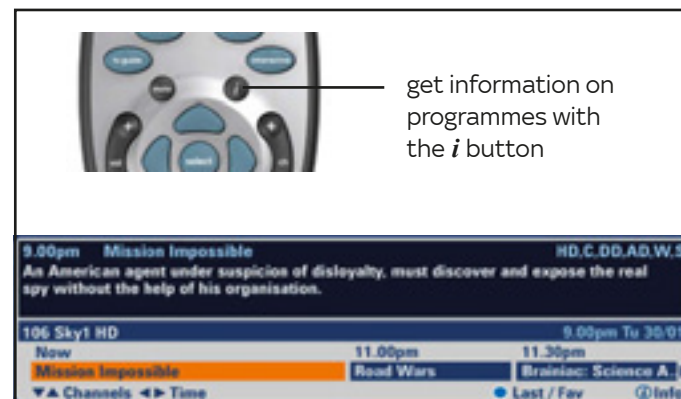
The **blue** button can also be used to view your favourite channels. See page 32 to choose your favourite channels.

Finding out more about a programme with the *i* button

When you're in TV Guide, and the mini TV is on, simply highlight a programme to show its details in the top left corner – you don't need to press *i* here.

To find out about programmes in other parts of Sky Guide, press *i*:

- when you're watching a programme.
- when a programme is highlighted in the Now, Next & Later banner; with the on-screen programme information banner, you can use the left and right arrows to surf to any other programme to show the synopsis for that programme. (Press *i* again to remove the synopsis and go back to the simple Now, Next & Later banner).
- when you're in full-screen mode in Sky Guide and a programme is highlighted.



Codes used in the programme information banner

Rating codes

- U** Universal, suitable for all audiences including young children.
- PG** Parental guidance is recommended. Some discretion may need to be applied as to the suitability of the film for younger or impressionable children.
- 12** Suitable for viewers aged 12 years or over. More mature themes or language make the film unsuitable viewing for young children.
- 15** Suitable for viewers aged 15 years or over. May contain stronger language.
- 18** Suitable only for adult viewers aged 18 or over.



See **Having more control over kids' viewing** (page 28) to see how to restrict rated programmes.

Content codes

- s** Sex or nudity.
- I** Strong language.
- v** Violent scenes.
- m** Material which is intended for a mature audience.

Letter codes


- HD** This is a **High Definition** programme. HD programmes are shown in widescreen.
- C** This programme is **copy-protected** and may not play back correctly if you try to record it.

- DS** You can hear this programme in **surround sound** if your TV/home cinema system is compatible.
- DD** You can hear this programme in **Dolby® Digital 5.1 audio** if your TV/sound system is compatible. See **Switching on Dolby® Digital audio** (page 43) for more details.
- AD** You can choose to play an audio description over this programme; a narrative soundtrack for the partially sighted. See **Watching TV with subtitles or audio description** (page 33).
- S** You can turn **subtitles** on for this programme. See **Watching TV with subtitles or audio description** (page 33).
- W** This programme is shown in **widescreen**. For HD programmes, this code won't be shown although all HD programmes are shown in widescreen (the image on the previous page is shown for illustration purposes only).


Finding and listening to radio channels



You can tune to radio channels in the same way as TV channels:

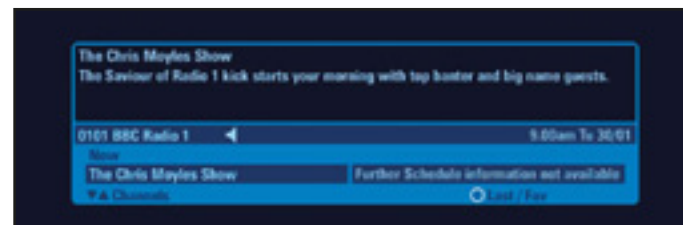
- 1 Use the **up/down** arrow to browse through the channels shown in the Now, Next & Later banner.
Radio channels appear with a speaker symbol  next to them.
- 2 Press **select** when you see the radio channel you want to listen to.

You can see the entire list of radio channels as follows:

- 1 Press **box office**, scroll right to *Radio*  in the top menu and press **select**.
- 2 Highlight the radio channel you want and press **select** to tune in.



Radio channels are also listed in TV Guide under the *All Channels* tab, starting at channel number 0101. See page 17 for details on navigating TV Guide pages.




Using your Planner

Your Planner gives a clear overview of your chosen reminders

Setting reminders for programmes

If you don't want to miss a TV programme, Sky Guide can remind you when it's about to start.

When you see a future listed TV programme you want to watch, simply highlight it and press **select**.

It gives you the choice of setting the reminder once only or for the entire remainder of the series. Highlight *Remind Once* or *Remind Series* and press **select**. The reminder symbol appears next to the programme: 

One minute before the programme starts, the reminder message appears.

- Press **select** to tune to the programme.
- Press **back up** to carry on with what you were watching.

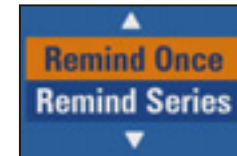


If broadcasters change their schedule within six hours of the affected programme starting, your reminders are automatically updated.

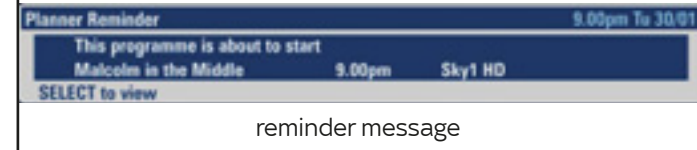
When reminders clash

If you try to set a reminder for a programme and it clashes with a previous one, Sky Guide asks you what you want to do.

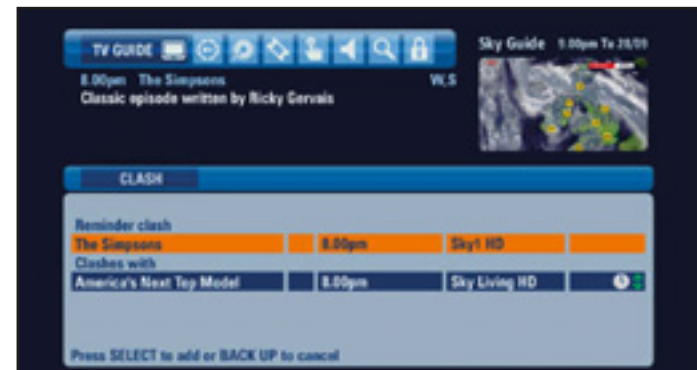
- Press **select** to be reminded about both programmes.
- Press **back up** to cancel the latest selection.



set a reminder for just this programme
or the rest of the series



reminder message



Enjoying Sky Box Office entertainment

The Sky Box Office option is home to the newest and most exciting pay-per-view movies, sport and other events, such as concerts and boxing matches. Sky Box Office is available to all Sky customers and you're only charged for the programme or event when you start watching it.



You can go straight to your Sky Box Office HD movies from the *HD* listings (go to *TV Guide* and select the *HD & 3D* tab).



There are now special early releases on Sky Box Office. You can watch certain movies the same day as DVD release and also sometimes at the same time as they are in the cinema. Look out for messages about these on air, online and in the Sky magazines.

To order Sky Box Office programmes with your remote control, your SkyHD box has to be connected to a phone line.

For more information go to skymovies.com/skyboxoffice

Ordering Sky Box Office programmes

Here's how you order Sky Box Office programmes:

- 1 Press **box office** on your remote, then press **select**.
- 2 Scroll **left/right** to highlight the category you want; for example, *Start Time* to see what films are showing next.
- 3 Press **select**.
- 4 Scroll **up/down** to highlight a programme.
- 5 Press select to purchase it now or to set a reminder for later.
- 6 Follow the instructions on-screen; you may be asked to select a start time and/or enter your PIN.



To view a Sky Box Office programme before its normal watershed time, you need to enter your PIN. The times are shown below.

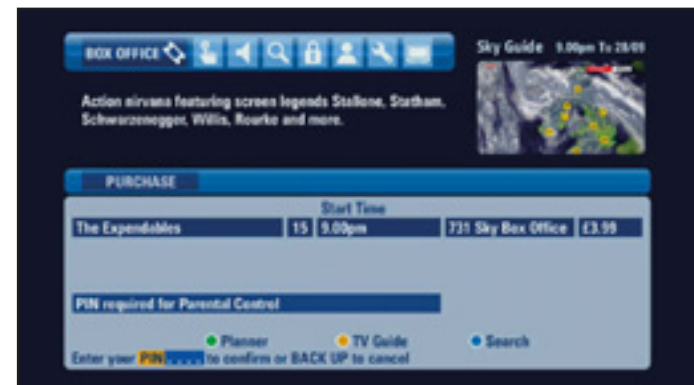
programme rating

18
15
12
PG
U


when PIN is needed

before 9pm
before 8pm
before 8pm
if a PIN has been set up for this rating
if a PIN has been set up for this rating

just press the **box office** button for the easiest way to rent movies or pay-per-view sports and **select** your choice



Choosing a start time that suits you

In the Sky Box Office pages you'll see the *Series Stack* symbol  This means the programme is being shown at different times. Highlight the programme and press **select** to see the *Showings* page. From here you can choose your preferred time slot.

About watching Sky Box Office programmes

When you purchase from Sky Box Office, the programme is added to your Planner for a fixed amount of time before it's deleted. The amount of time depends on the programme, but is typically seven days. When you purchase from Sky Box Office, the programme is added to your Planner as a reminder.

If you don't watch any part of the programme you won't be charged for it and it will be deleted from your Planner.

Once you've watched a Sky Box Office programme, you can re-watch it as many times as you like within a certain time frame. For example, you're likely to have up to 24 hours to watch a movie as many times as you like.



Paying for Sky Box Office programmes

Charges for Sky Box Office programmes booked via your remote control appear on your account at the next available payment date. If you don't watch any part of the programme, you won't be charged for it and it will be deleted.


Ordering over the phone

If for some reason you can't order Sky Box Office programmes with your remote control, a message appears on-screen. You can order programmes over the phone by calling the number shown. Phone orders are subject to an administration charge.

Having more control over kids' viewing



Because of the range of channels on offer, there may be a few you'd rather your kids didn't watch. With a PIN and the right settings, you can avoid many unsuitable channels being shown without your permission.

For more control over who watches what, start by pressing **services**, scroll left to *Parental Control*  and press **select**.

You now need to enter your four-digit PIN (see below).

Changing your PIN

Your original PIN is provided in the **Terms & Conditions** document or is the last four digits of your Sky viewing card you received with your SkyHD box. You need this number to get into the *Parental Control* screens.

Change your PIN to a personal, secret number that you'll remember easily.

Once you've selected the *Parental Control* option, scroll to the *Change PIN* tab and press **select**. Now key in a new four-digit number. You'll have to enter it twice.



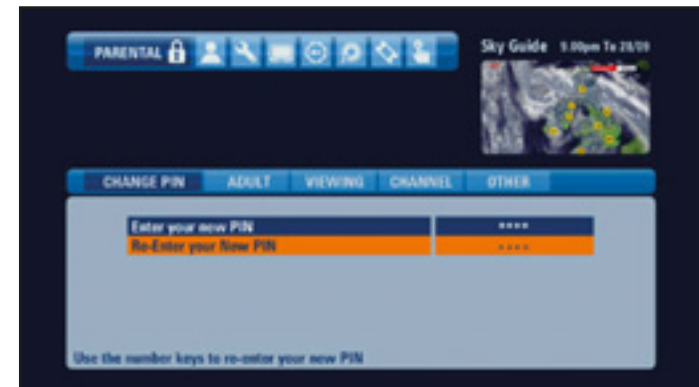
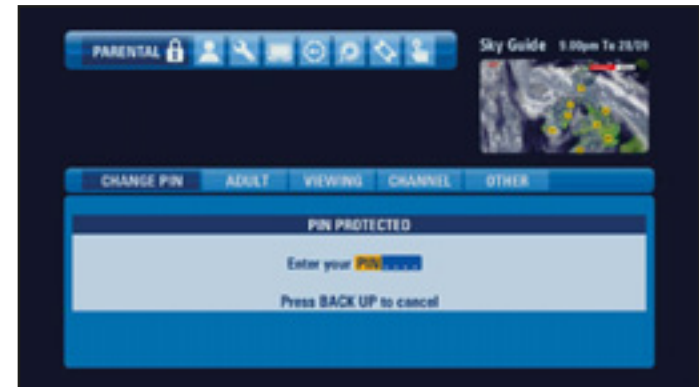
You can change your PIN from this screen whenever you want.

About your PIN

Keep your PIN secret to make it effective.

Once it's set, you can have Sky Guide ask for the PIN before showing certain programmes.

If you forget your PIN, see page 49 for help on what to do next.



Hiding adult channels

You can hide all channels classed as 'adult' from all channel listings;


- 1 Go to *Parental Control > Adult Channels*.
- 2 Highlight *Remove Adult Channels* and use the right arrow to choose *ON*.
- 3 Press **green** (*Save Settings*) when you're done.

If you want to be able to see the adult channels again, just choose *OFF* in the *Adult Channel* screen.

Adult programmes are removed from all listings apart from your Planner.

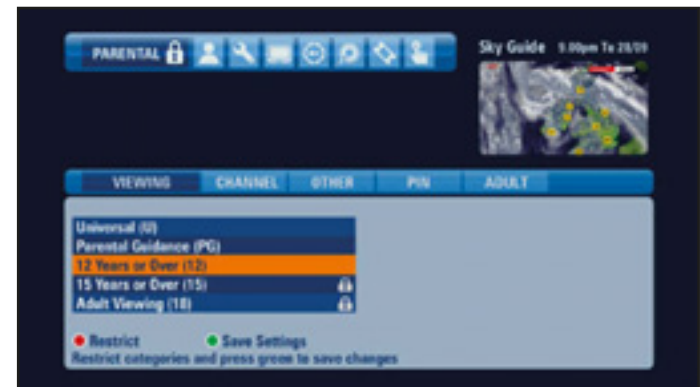
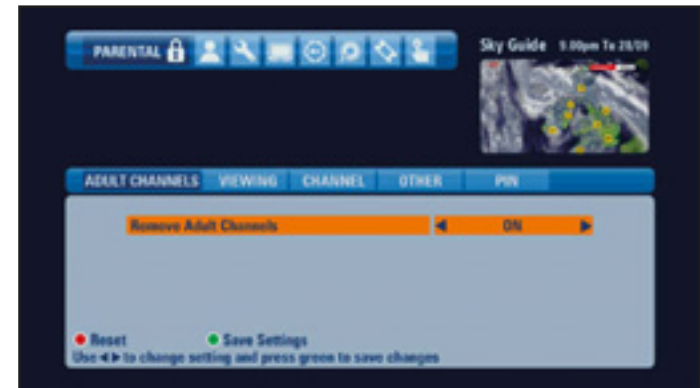
Restricting rated programmes

Some programmes have an age rating as a guide to how suitable they are for children. You can lock all such programmes, so anyone who wants to watch them has to enter the PIN. This is especially useful for programmes in your Planner, as well as Box Office programmes, which are available outside the normal schedule.

- 1 Go to *Parental Control > Viewing*.
- 2 Highlight the appropriate rating and press the **red** button (*Restrict*) on your remote control. A padlock symbol  appears next to the category you choose, as well as all the lower categories.
- 3 Press **green** (*Save Settings*) when you're done.



If you want to unlock rated programmes, just highlight the category under the *Viewing* tab and press the **red** button again (*Unrestrict*).

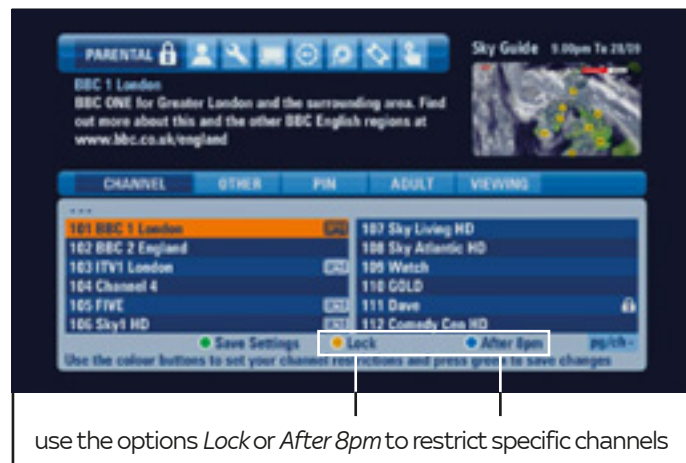
Viewing restrictions can be applied only to programmes where the broadcaster provides category restriction information.



Restricting specific channels

If there is just one or a few specific channels you would prefer members of the family not to watch, you can lock them one-by-one, as follows:

- 1 Go to *Parental Control > Channel*.
This page lists all the channels by channel number.
- 2 To find the channel, key in the channel number if you know it, or use **ch-** or **ch+** to go one page up or down.
- 3 Highlight the channel you want, then press **yellow** (*Lock*) to lock it at any time of day, or the **blue** button to lock it between 8pm and 6am only.
 or  appears next to the channel, depending on your selection.
- 4 Press **green** (*Save Settings*) when you're done.

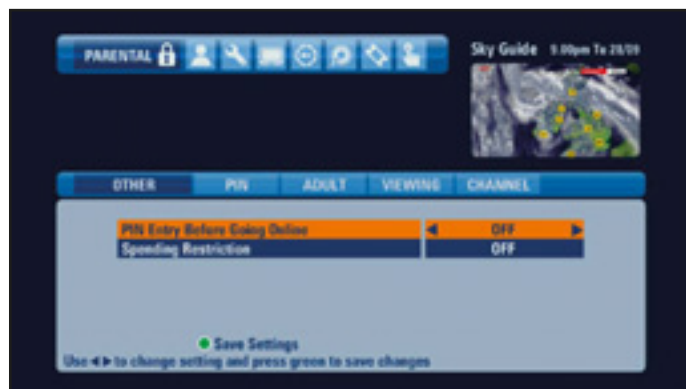


Controlling the use of charged services

You can help prevent Sky Box Office programmes being bought without your permission or prevent the use of interactive services that demand a call charge:

- 1 Go to *Parental Control > Other*.
- 2 Highlight *PIN Entry Before Going Online* and use the **left/right** arrow to choose *ON*. Now anyone who wants to use the phone line within an interactive service subject to a call charge has to enter the PIN first.
- 3 Highlight *Spending Restriction* and use the **left/right** arrow to choose *ON*. Press **down** and set a limit to the cost before the PIN is needed. Set it to £0.00 to enter the PIN every time you order a Sky Box Office programme.
- 4 Press **green** (*Save Settings*) when you're done.

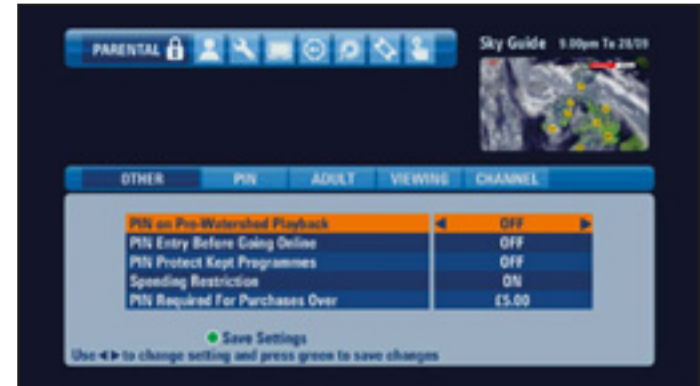
To turn these settings off, just select *OFF* in step 2 above.



Entering a PIN for pre-watershed viewing

You need to enter your PIN to watch a rated programme before its normal watershed time. The times are shown here.

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm
PG	if a PIN has been set up for this rating
U	if a PIN has been set up for this rating



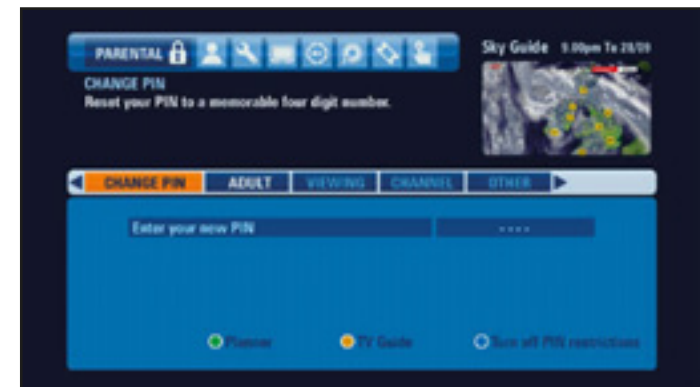
Turning off PIN-controlled restrictions

There is a quick way to turn your PIN restrictions off and on without having to go into each screen.

- 1 Go to *Parental Control > Change PIN*.
- 2 Press the **red** button (*Turn off PIN restrictions*).

The tabs *Viewing*, *Channel* and *Other* are dimmed out, meaning the PIN restrictions you specified under those options are turned off.

Press the **red** button again to turn the specified PIN restrictions on again.



Choosing your favourite channels

Once you get to know what channels you watch most often, you can set them up as your favourites so you can find them more easily.

To store your favourites:

- 1 Press **services** (for *Options*), press **down** then select the *Favourites* tab.
A list of available channels appears.
- 2 Highlight a channel you want as one of your favourites and press **yellow** (*Favourite*).
A tick appears next to the channel.
- 3 Choose up to 50 channels and press **green** (*Save*) when you're done.
- 4 See page 18 for details on navigating to your favourites.



Storing your favourites activates the **blue** button, which you can also use to find the channel you were last watching. See page 21 for more details.



Watching TV with subtitles or audio description

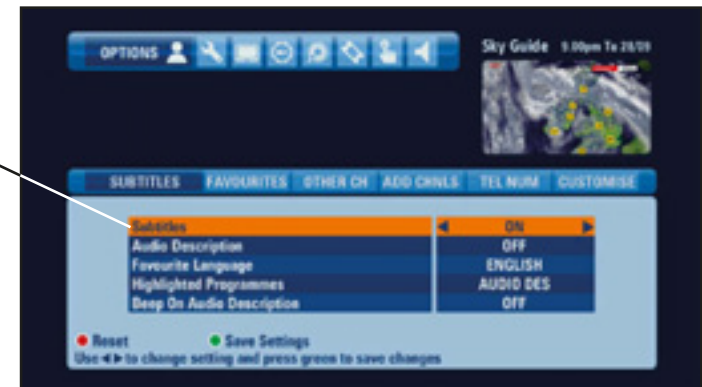
To show subtitles or play an audio description over the current channel:

- 1 Press **help** on your Sky remote control when you're watching TV.
- 2 If the *Subtitles* or *Audio Description* option is available, use the **left/right** arrow to choose *ON* then press **select**.
This setting lasts until you change channels.



To have subtitles or an audio description on all the time where available:

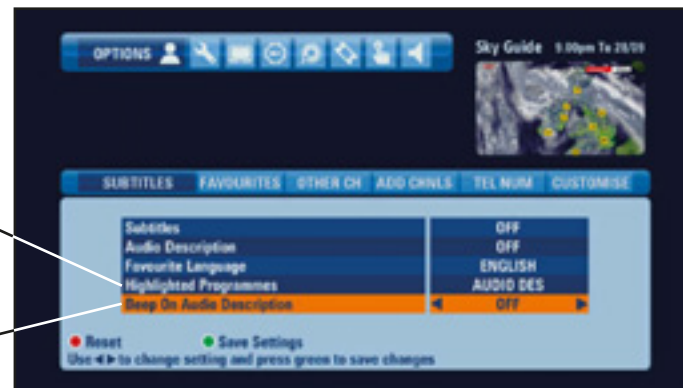
- 1 Press **services** (for *Options*), press **down** then select the *Subtitles* tab.
- 2 Press the **down** arrow to highlight *Subtitles* or *Audio Description*, use the **left/right** arrow to choose *ON* then press **green** (*Save Settings*).



Finding subtitled or audio-described programmes

Sky Guide can bring your attention to programmes that have subtitles or an audio description. To set this up, follow these steps:

- 1 Press **services** (for *Options*), press **down** then select the *Subtitles* tab.
- 2 Highlight *Highlighted Programmes* and use the **left/right** arrow to choose *Audio Description* or *Subtitles*. This means programmes that have subtitles or an audio description are shown clearly with a white highlight in TV Guide and Sky Box Office.
- 3 Highlight *Beep on Audio Description* and use the **left/right** arrow to choose *ON*. This means that, when you tune to a programme with an audio description, you hear a distinctive beep.
- 4 Press **green** (*Save Settings*) when you're done.



Going interactive



Get more from your SkyHD box with interactive services.

Using Sky Active, for instance, you can upgrade your viewing, add Sky Broadband and Sky Talk, choose Sky Multiroom, upgrade your Sky box, manage your Sky Account and more. To access Sky Active and other interactive services, press the **interactive** button on your remote control, then press **select**.

When you're watching TV, you can also look out for a colour symbol on-screen telling you there's an interactive service available. Press the colour button when you see the symbol (usually red).

Some interactive services may need a phone line connection. There is no charge for using the interactive Sky Customer Service screens but from there you can get to other interactive services that may be subject to charges. You'll be informed about these changes before connecting.

Playing games

Some games available under *Interactive* are free of charge; however, online games may be subject to call and other charges (see **Controlling the use of charged services** on page 30 for setting online spending restrictions). You can also buy a 24-hour pass for Sky Games and play with your remote control. See the help options within the interactive screens for details.



More options

Using digital text

To use digital text services, press **text** on your remote control while you're watching a channel.

If the channel you're watching doesn't have digital text, you see a message telling you how to use teletext instead.

From the digital text service, press **Sky** at any point to go back to what you were watching.

Using teletext

To use your TV's teletext services, press **tv** on your remote control then **text** while you're watching a channel. Remember your Sky remote must be set for use with your TV. See **Remote Control Setup** (page 39).

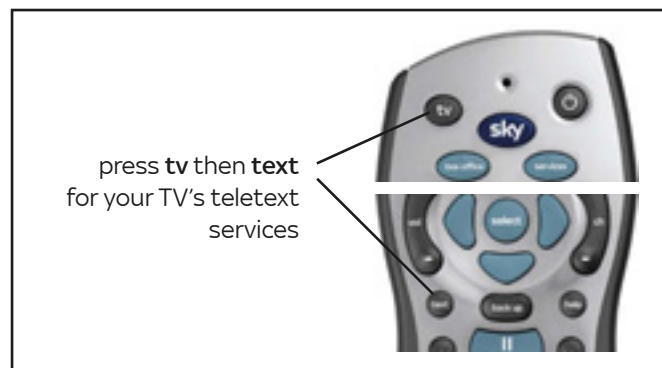
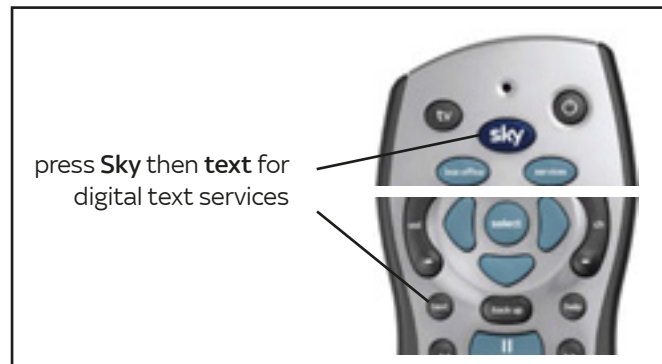
Use these buttons on your remote control to control teletext:

Button	Function
text	Enters text mode (also exits text on some TVs)
back up	Comes out of text mode
0-9	Text page number entry
i (information)	Text reveal
select	Text hold
colours	Fastext function

From the teletext service, press **back up** then **Sky** at any point to go back to what you were watching.



Not all TVs have the teletext function.



Adding channels that aren't listed in Sky Guide

Some channels can be received by your SkyHD box but don't appear in Sky Guide listings.

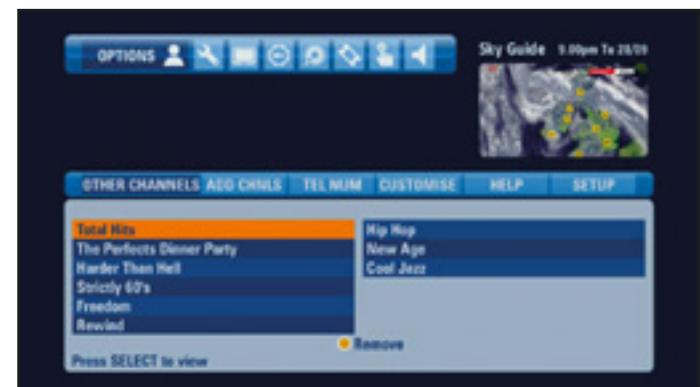
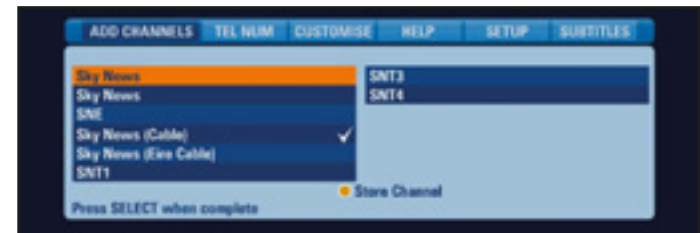
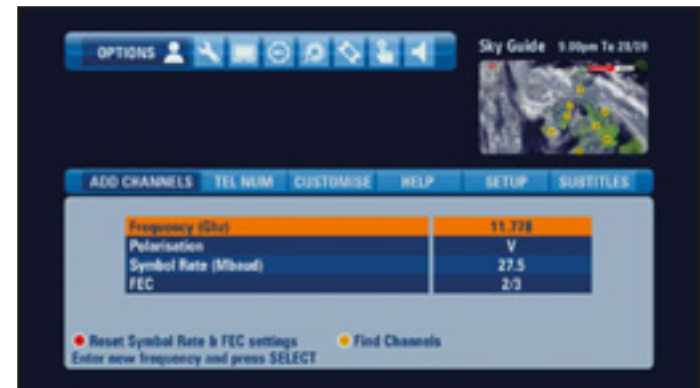
Your SkyHD box is designed to receive digital television signals transmitted at 28.2 or 28.5 degrees east, either unencrypted or encrypted using BSkyB's encryption system. It may be possible to receive other digital satellite signals but it's not guaranteed.

You can add new channels to a separate list called *Other Channels*, as follows:

- 1 Press **services** (for *Options*), press **down** then select the *Add Channels* tab.
- 2 Enter the information you want and press **yellow** (*Find Channels*).
- 3 After a moment, a selection of channels received by your SkyHD box appears. Some may be in addition to those in your Sky Guide.
- 4 For each new channel you want to store, highlight the channel and press **yellow** (*Store Channel*). A tick appears next to the channel name.
- 5 When you're done, press **select**.

Watching your added channels

- 1 Once you have added your channels as described above, go to *Options > Other Channels*.
- 2 Highlight the channel you want to watch and press **select**.




Changing the picture settings

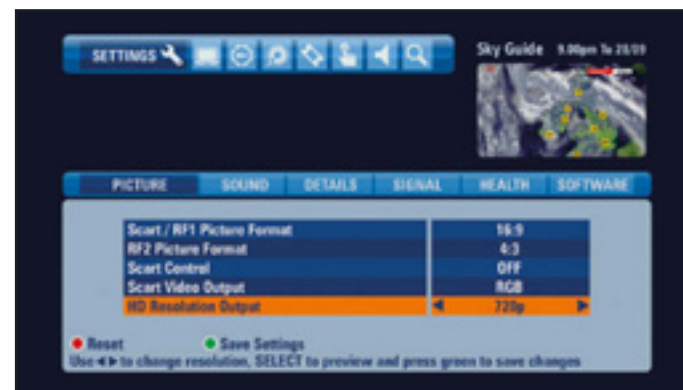
Sky's HD service uses two HD picture formats. The first, **1080i**, brings the number of rows in the frame up to 1080 – that's over 500 more than a standard PAL image. The other, **720p**, shows 720 rows in each frame and refreshes the screen at twice the rate of **1080i**.

In rare cases, your TV may be able to display only one of these formats. Check your TV's settings if you find the picture isn't as sharp as it should be. Otherwise, you can change your HD picture settings to find the ideal resolution output.

You can change the resolution setting as follows:

- 1 Press **services**, scroll right and select *Settings*  then select the *Picture* tab.
- 2 Highlight *HD Resolution Output* and use the **left/right** arrow to choose from *Automatic* (this is the default and recommended setting), *576* (which is for programmes other than HD only), *720p*, and *1080i*.
- 3 Follow the instructions on-screen to confirm the changes.

If your TV doesn't display anything after you confirm the changes, the new setting is incompatible with the TV. Restart your SkyHD box as follows to go back to the previous setting: Switch the box to standby then wait at least 60 seconds before unplugging it from the mains supply. After another 30 seconds, plug the box back into the mains. Wait another 60 seconds before turning the box back on again.



Remote control setup

Resetting your remote control

If you leave flat batteries in your remote control for too long, you may need to reset it to work with your TV.

If this has happened, or for any other reason the remote control doesn't work with your TV, follow these steps carefully:

- 1 Look up your TV's brand and code in the list on the right. If you can't find it here, see **Alternative Setup** (on next page).
- 2 Turn your TV and SkyHD box on and press **tv** on your remote control.
- 3 Hold down **select** and the **red** button together until the red light on your remote control blinks twice (this is after about two seconds).
- 4 Press **tv** again.
- 5 Key in your TV's brand code. The light on your remote control blinks twice.
- 6 Press **standby** on your remote control.
If your TV switches off, press **select**.
The light on your remote control should blink twice.
If your TV does not switch off, press **tv**, then press **standby**.
Repeat the sequence of pressing **tv** then **standby** until the TV switches off, then press **select**.
If the light blinks three times, your remote control has checked all the possible settings for the code you used. Check you have the right code and start again at step 1.
- 7 Turn your TV back on and press the **tv guide** button on your remote control.
The *TV Guide* screen appears, meaning the remote control settings have been reset.

Brand	Code	Brand	Code
Aiwa	0406	Memorex	0037
Akai	0098	Metz	0491
Akura	0042	Minoka	0921
Alba	0043	Mitsubishi	0150
Amstrad	0063	NEI	0514
Baird	0117	Nikkai	0528
Bang & Olufsen	0118	Nokia	0536
BPL	0115	Nordmende	0537
Beko	0125	Orion	0549
Beon	0899	Panasonic	0051
Brionvega	0147	Philips	0081
Bush	0157	Pioneer	0166
Crown	0225	Protech	0595
Daewoo	0092	Pye	0600
Decca	0244	Roadstar	0625
Dual	0257	Saba	0645
Ferguson	0293	Saisho	0649
Fidelity	0294	Salora	0651
Finlandia	0296	Samsung	0060
Finlux	0297	Sanyo	0159
Fisher	0154	Schneider	0665
Funai	0179	Seleco	0672
Genexxa	0330	Sharp	0093
LG (Goldstar)	0056	Siemens	0680
Goodmans	0335	Sony	0000
Granada	0340	Soundwave	0702
Grundig	0345	Tandy	0741
Harwood	0361	Tatung	0049
Hinari	0365	Technics	0250
Hitachi	0145	Telefunken	0757
ITT	0384	Thomson	0771
JVC	0053	Thorn	0772
Loewe	0442	Thorn-Ferguson	0936
Matsui	0477	Toshiba	0156

If the setup didn't work

If you followed the setup carefully but can't see *TV Guide* at the end of it, follow these simple steps:

- 1 Check and make a note of which TV channel you use for watching Sky digital TV.
- 2 Press **tv** on your remote control.
- 3 Hold down **select** and the **green** button together until the red light on your remote control blinks twice (this is after about two seconds).
- 4 Key in the number your TV uses for watching Sky digital TV and press **select** and hold for two seconds.
The red light blinks, meaning the remote control settings are made properly.

Alternative setup

If your TV's brand isn't listed on page 39, you can try an alternative setup. This involves programming your remote control to the TV's specific model code instead of the brand code, as follows:

- 1 First, you need to check the model code for your TV. Press **interactive**, press **down** then select *Sky Customer Service*.
Select *Programme Your Remote* and follow the relevant options until you get to the model code for your model number.
Make a note of the code.
- 2 Point the remote control away from the TV and SkyHD box and press the **tv** button.
- 3 Press and hold the **select** and **red** buttons together until the red light blinks twice.
- 4 Enter the model code. If it's a three-digit number, press **select** after the model code.
- 5 Press **Sky** to complete the setup.
- 6 Now check the settings; point the remote control at the SkyHD box and press **tv** then number **3**.
You should now be able to see a terrestrial TV channel.

If you have tried these options and still can't use your SkyHD remote control with your TV, call Sky Customer Service on the number provided in the **Terms & Conditions** document you received with your SkyHD box or visit sky.com/remotcontrols

Replacing the batteries

Your remote control runs on AA batteries (MN1500, LR6 or UM-3).

When it's time to replace them, Sky Guide gives you a warning message and a low battery symbol appears in the banner.

Take the empty batteries out straight away and replace both batteries at the same time.



Please don't put old batteries in the everyday household rubbish. They should be taken to a special environmentally friendly collection point.



Replace the batteries as follows:

- 1 Remove the battery cover by pushing up the catch and sliding the cover away.
- 2 Carefully remove the old batteries.
- 3 Put the new batteries in, matching the marks + and -.
- 4 Put the cover back on, sliding the top part in and making sure the catch clicks into place.
- 5 If you left your remote control without charged batteries for longer than 10 minutes, reset your remote control to work with your TV. See **Resetting your remote control** (page 39) for details.



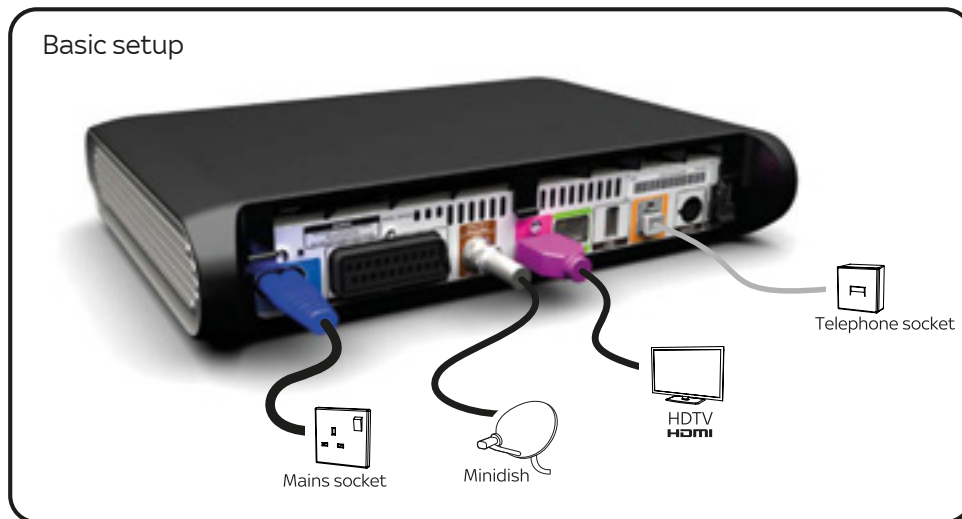
Your SkyHD box connections

The following diagram shows an overview of the essential connections of your SkyHD box.

Does your compatible HD ready TV have an **HDMI** port?

Then all you need is the supplied **HDMI** lead.

YOUR SKYHD BOX




WARNING!

You must disconnect your SkyHD box from the mains supply before you connect your SkyHD box to (or disconnect it from) any other equipment. Use only the supplied mains lead to connect your SkyHD box to the mains supply. With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your SkyHD box and your other equipment are safe, extra-low voltage circuits. However, you should always disconnect the box from the mains and turn off your TV before connecting other devices.

Switching on Dolby® Digital audio

With the digital-audio outputs you can connect your SkyHD box to a compatible home cinema system and listen to programmes broadcast in Dolby® Digital audio. For this you need an optical cable (not supplied) or HDMI cable and you need to change the default settings on your SkyHD box:

- 1 Press **services**, scroll right to *Settings*  and press **select**.
- 2 Highlight *Digital Audio Output – Optical or Digital Audio Output – HDMI* and use left/right to choose Dolby D.
- 3 Press **green** (*Save Settings*) when you're done.




Some older amplifiers may not support Dolby® Digital audio.

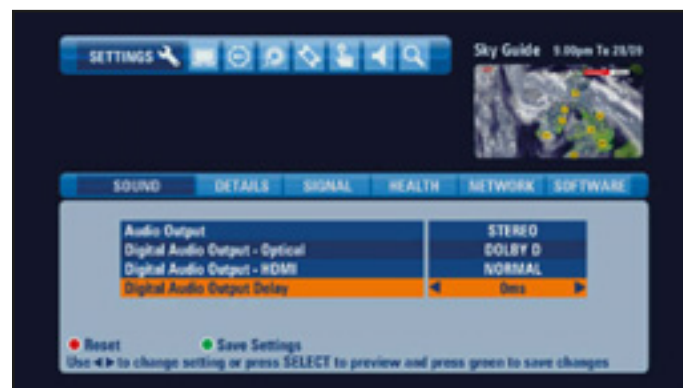
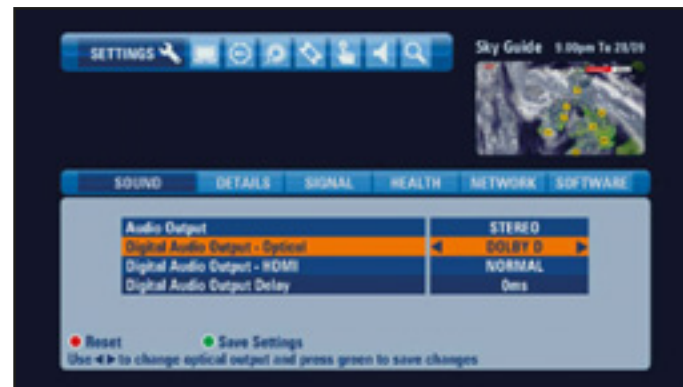
Adjusting sound synchronisation

If you've connected your SkyHD box to a home cinema system using Digital Audio Output – Optical, you may find the audio and video are out of sync. If this happens, you can easily change the sound settings to correct the sound.

You can change the settings as follows:

- 1 Press **services**, scroll right to *Settings*  and press **select**.
- 2 Highlight *Digital Audio Output Delay* and press **select**.
- 3 In the *Digital Audio Output Delay* banner, use the **left/right** arrow to choose the setting you want. In this preview mode, you can hear the results as you adjust the level.
- 4 Press **select** then press **green** to save the setting.

To change the delay setting without a preview, highlight *Digital Audio Output Delay* and use the **left/right** arrow to choose the right setting. Press **green** (*Save Settings*) when you're done.



Connecting to the telephone line

The telephone lead is intended for connection to standard analogue UK telephone lines. This lead and your SkyHD box have been specifically designed for this purpose. Do not attempt to connect the telephone lead to anything other than a standard UK telephone line.

Green stuff

At Sky we believe the world's a great place, so we're doing what we can to keep it that way.

Saving energy... with standby

Switching your SkyHD box to standby when it's not in use can save up to 50% of the energy it uses (so the light on the box turns amber).

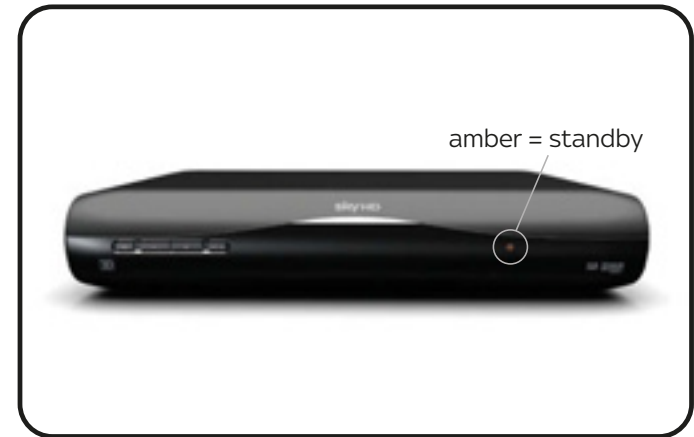
Alternatively, you can switch your SkyHD box off by pressing and holding the standby button for five seconds (so the light on the box turns red).

...and Auto Standby

Your SkyHD box features an energy-saving mode called Auto Standby. If the box is inactive throughout any two-hour period between 11pm and 4am, it automatically goes into standby. Just before this happens, if your TV is on, you see a message on-screen. You can press **back up** to remove the message; otherwise your SkyHD box goes into standby.

When you turn the box back on it will be tuned to the channel you last watched.

If you want to switch off Auto Standby, press **services** (for *Options*), press **down** then select the *Sky Setup* tab. Highlight *Auto Standby* and use **left/right** to choose **OFF** then press **green** (*Save Settings*).



Recycling packaging

Remember to recycle your packaging instead of throwing it out with your rubbish. At the end of its useful life, cardboard packaging can be recovered and recycled. Recycling responsibly will reduce the requirement for new raw materials and the amount of material that would otherwise end up in landfill.

Recycling electrical and electronic products



The crossed-out wheeled bin symbol is used to mark products that should not be disposed of with general household waste, but collected separately for re-use or recycling. Recycling electrical or electronic waste equipment helps to conserve valuable natural resources and ensure that it is recycled in a manner that protects

human health and the environment. You can take your old electrical

or electronic waste equipment to your local recycling centre. Your retailer or local authority will advise you of the collection facilities available in your area for disposing of these waste products. Or you can go to [recycle-more.co.uk](https://www.recycle-more.co.uk) for details of locations. Alternatively, you can send your electrical or electronic waste equipment back to us for recycling, free of charge. Please place the equipment in appropriate packaging, include a note that the equipment is for recycling and address the package to: FREE POST RLUT-GCLR-LBXK, Unipart Technology Logistics, Unit G Swift Park, Old Leicester Road, Rugby, CV21 1DZ. Customers in the Republic of Ireland need to go to [weeeireland.ie](https://www.eeeireland.ie) for locations of local recycling centres; or, alternatively, you can post old or redundant Sky electrical equipment to: DN7006, Freepost, Sierra Support Services Group, Knockmitten Lane North, New Nangor Rd, Dublin 12.

More information

For more information on recycling electrical and electronic equipment and to find other tips on what you can do to help the environment, visit: sky.com/environment

Disposing of batteries



The marking, shown left, on the battery indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical

symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66. If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

To protect natural resources and to promote material re-use, please separate batteries from other types of waste and recycle them if possible through your local recycling centre.

For your safety

Using equipment safely

Your SkyHD box has been manufactured to meet international safety standards, but you must take care if you want it to perform properly and safely. **It is important that you read this booklet completely, especially the 'Warnings and Cautions' instructions.** If you have any doubts about the operation or safety of your SkyHD box, please contact Sky or your dealer..

Warnings and cautions

- Remember that contact with 230V AC mains can be lethal or can cause a severe electric shock. To avoid this risk:
 - Never remove the top cover of your SkyHD box. There are no user-serviceable parts inside, but there are some high-voltage live parts.
 - Do not attempt to repair your SkyHD box. Instead, please contact Sky Customer Service on the number provided in the Terms & Conditions.
 - Never attempt to move or repair your satellite dish or low noise block.
 - If you move your SkyHD box between locations at different temperatures, allow it to reach room temperature before you apply power to it.
 - Make sure that all electrical connections are properly made.
 - Do not connect any of your equipment (SkyHD box, TV, video etc.) to the mains supply until you have properly connected all the other leads.
 - Disconnect your SkyHD box from the mains supply before you disconnect any other equipment from its rear panel.
 - Never push anything into holes, slots or other openings in the casing of your SkyHD box (except your viewing card into its slot).
- Your SkyHD box is intended for use in moderate climates. Do not use or store your SkyHD box in hot, cold, damp or dusty places.
- In order to ensure a free flow of air around your SkyHD box, allow at least 10 cm of space above and on all sides (especially between your SkyHD box and your TV). Do not cover any ventilation slots.
- Ensure the ventilation holes and slots do not become impeded with items such as newspapers, tablecloths and curtains or similar items.
- Do not place your SkyHD box close to sources of heat, such as a heater or direct sunlight. The maximum temperature should not exceed 45°C.
- Do not place your SkyHD box in an enclosed cabinet with more than one other piece of audio/video equipment e.g. VCR or DVD.
- Do not put anything on your SkyHD box that might drip or spill into it. Never stand objects filled with liquids, such as vases, on top.
- Never place naked flame sources, such as lighted candles, on or adjacent to your SkyHD box.
- To avoid possible damage, do not pick up or otherwise move your SkyHD box while it's connected to the mains supply. If you want to move your SkyHD box, first switch it to standby using the remote control or front-panel button, then wait at least 60 seconds before disconnecting it. Wait another 30 seconds before continuing. You should handle your SkyHD box carefully as any damage you cause will invalidate your warranty.
- There is a risk of explosion if batteries are NOT inserted correctly. Replace only with the same or equivalent type.

Electrical information

Mains plug and its fuse

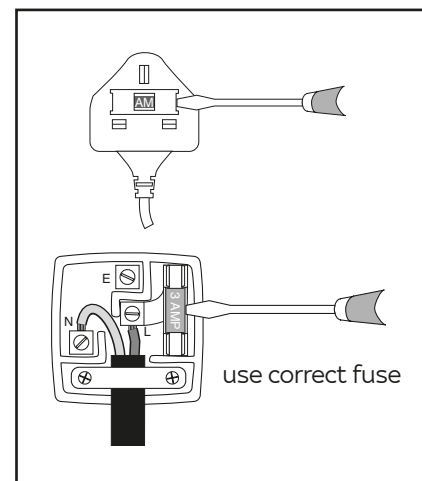
The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3A fuse. If you need to replace the fuse, use an ASTA- or BSI-approved BS 1362 fuse, rated at 3A and marked with either of these symbols.

Non-rewireable plugs have the fuse beneath a fuse cover on the plug face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. Never use a plug if its fuse cover is missing.

Rewireable plugs have the fuse inside. Use a screwdriver to remove the plug's back cover, then lever out the fuse and replace it with a new one. Replace the plug's back cover.



If the supplied mains plug is not suitable for your mains socket outlet, remove its fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard that would exist if this were to be plugged into a mains socket. Do not attempt to repair or modify the mains lead or plug. Fit an appropriate mains plug on the lead. If this plug contains a fuse, it should be as described above. If you are using a non-fused plug, an external fuse must not exceed 5A.



Connecting to the mains supply

Your SkyHD box operates with 230V AC, 50 Hz mains supply. Do not connect it to a DC power supply.

On some models, the supplied mains lead has a two-way connector at one end and a mains plug at the other. Insert the two-way connector into your SkyHD box before you insert the plug into the mains supply.

The only way to disconnect your SkyHD box from the mains is to take the plug out of the socket. Your SkyHD box must therefore be installed near the mains socket outlet, which should be easily accessible.



If you are in any doubt about anything relating to the mains supply, consult a competent electrician.

Troubleshooting

You can get help on using Sky digital from various places.

- Use this booklet as your full guide to using your SkyHD box and getting the most out of its exclusive features. The troubleshooting tips in the next pages may come in handy if you have any problems. If you have any problems with your SkyHD box that aren't covered in this guide or the other references, call Sky or your broadcaster.
- You can find technical help under *Interactive > Sky Customer Service > Help Centre > TV*
- Press **help** on your remote control for general help on using the Sky Guide screens.
- For online help, go to **sky.com/help**
- Don't forget the user guides that come with your TV, video/DVD recorder, sound system and any other devices you're using.
- For information about HD, go to **sky.com/hd**

What's wrong?

Possible reason

What to do now

I've forgotten my PIN.

—

You can request a reminder or reset your PIN, as follows:

To get a PIN reminder through Sky Guide:

Press **interactive** on your remote control. Select the *Sky Customer Service* tab then *PIN Reminder* and follow the on-screen instructions.

To reset your PIN on sky.com:

Go to **sky.com/mysky** sign in or register and click on *My Account*. Select *Reset Sky TV Pin* and follow the instructions.

I can't find my HD programmes.

—

Your HD channels are listed separately. Go to *TV Guide* and select *HD & 3D*. If you can't see them here, you may not have the right subscriptions or equipment. To upgrade to SkyHD, call us.

What's wrong?

Nothing is happening on-screen / my screen is blank.

Possible reason

Your SkyHD box may not be plugged into the mains.

What to do now

- 1 Make sure the mains lead is properly plugged in and your SkyHD box is switched on.
- 2 Check that your SkyHD box is not in standby mode. The light on the front panel of your SkyHD box should be green.
- 3 Press **Sky** on your remote to control your SkyHD box.

Your TV may not be able to detect the **HDMI** input automatically.

- 1 Make sure that your **HDMI** cable is connected to both your HD box and your TV. Refer to your TV user manual to find your **HDMI** input.
- 2 Use your TV remote control to scroll through the AV input options until you find the **HDMI** input(s).
- 3 Press **Sky** on your HD remote control and the picture should appear.

If you have checked the above and still can't see anything on-screen, please refer to your TV user manual to find out how to set up your **HDMI** input(s).

What's wrong?

Possible reason

What to do now

My remote control isn't working.

Your SkyHD box may be off or not plugged into the mains.

The batteries in your remote control may be flat or an obstacle may be between your remote control and your box.

Make sure you point your remote control directly at your SkyHD box, and that nothing is between the two.

The remote command light on your SkyHD box and on your remote control should flash each time you press a remote control key. If neither light flashes, check the batteries in your remote control.

Some/all of the buttons on my remote don't work with my TV.

Someone has pressed **Sky** on your remote control and you are in TV mode, or you need to reset your remote control.

Press **tv** on your remote to control your TV.
Refer to **Resetting your remote control** (page 39) in this guide to reset your remote.

My remote control works with my TV but not with my SkyHD box.

Someone has pressed **tv** on your remote control.

Press **Sky** on your remote to control your SkyHD box.

My phone line is not connected
(continued opposite...)

Your phone line is not physically connected to your SkyHD box.

Press **services**, select *Settings* then the *Signal* tab. If you get the message *Telephone line not connected*, you need to make sure the phone lead is connected properly. If you see the message *Telephone line connected*, try solutions A - E below.

A) Your phone number is ex-directory or you withhold your number when making calls. (See overleaf for more possible reasons.)

A) Change the dialling prefix, as follows:

- 1 Press **services**, press right to highlight *Settings* then press **select**.
- 2 Press the numbers **0, 1** then **select** to show the *Installer Setup* menu.
- 3 Press number **3**.

What's wrong?

My phone line is not connected
(continued opposite...)

Warning: please make sure you follow steps 1-6 precisely and do not make any other changes while in the *Installer Setup* menu as these may have an adverse effect on your service.

Possible reason

What to do now

- 4 Highlight *Dialling Prefix* and press the number sequence **1, 4, 7, 0**.
- 5 Select *Save Settings*.
- 6 Make sure your phone line is free then press **select**.
Your box now tries to call us back, which checks the phone line connection.
After getting the message *Callback in progress*, the previous menu appears.
If you see any other message at this stage, please call Sky Customer Service for more advice. The number is provided in the **Terms & Conditions** document.

B) There's more than one phone line in your home but you've connected one or more of your boxes to the line that's NOT registered to your Sky account.

B) Reconnect your Sky box(es) to the correct phone line (the one you have registered with us), then follow the 'callback' procedure below.

C) A Sky box and card registered to your account is in another property that you own.

C) Reconnect the Sky box to the phone line at the home address that your account is registered to – and always keep it connected at that property only, then follow the 'callback' procedure below.

D) You have an ADSL/Broadband service at home.

D) Make sure you have an ADSL/Broadband filter connected to the phone socket, plug the telephone line from the box into the filter, then follow the 'callback' procedure below.

E) You have disconnected your phone line (e.g. to carry out decorative works in your home).

E) Reconnect the phone line, then follow the 'callback' procedure below.

What's wrong?

My phone line is not connected
(continued opposite...)

Possible reason

D) You have an ADSL/Broadband service
at home.

What to do now

D) Make sure you have an ADSL/Broadband filter
connected to the phone socket, plug the telephone
line from the box into the filter, then follow the
'callback' procedure below.

E) You have disconnected your phone
line (e.g. to carry out decorative works
in your home).

E) Reconnect the phone line, then follow the 'callback'
procedure below.

Warning: please make sure
you follow steps 1-5 precisely
and do not make any other
changes while in the *Installer
Setup* menu as these may
have an adverse effect on
your service.

Callback procedure:

- 1 Press services, press right to highlight *Settings* then press select.
- 2 Press the numbers 0, 1, then select to show the *Installer Setup* menu.
- 3 Press number 6. When *FOR YOUR INFORMATION* appears, press select. When the next screen appears showing a number of readings (signal strength etc.), press select.
- 4 Make sure your telephone line is connected and press select again.
- 5 Your box now tries to call us back, which checks the phone line connection.
After getting the message *Callback in progress*, the previous menu appears.

If you see any other message at this stage, please call Sky Customer Service for more advice.
The number is provided in the Terms & Conditions document.

I can't find a channel I have
watched before.

The channel name or number may have changed. Check the TV Guide listings to search for the channel.
Alternatively, the channel may be listed under
a different tab option, may no longer be
broadcast, or may no longer be part of your
subscription package.

What's wrong?

I can't get a picture on my HD channels.

Possible reason

You may not have the right subscriptions or equipment.
The resolution output setting may be incompatible with your TV set.

What to do now

You may not have the right subscriptions or equipment. To upgrade to SkyHD, call us. If you're sure you have the right equipment and subscriptions to receive HD channels, try following the steps under **Changing the picture settings** (page 38).

The audio and video are out of sync when the SkyHD box is connected to my home cinema system.

This is quite common and can be corrected by adjusting the audio delay setting on your SkyHD box.

Try changing the audio delay setting. See **Adjusting sound synchronisation** (page 43) for details.

My SkyHD box isn't working:
The box is stuck on standby / the screen is blue / the picture is frozen and the remote control or buttons on the box are not responding.

Because of a temporary error, you may need to restart your SkyHD box.

- 1 Make sure the mains lead is properly plugged in and your SkyHD box is switched on.
- 2 Check all cable connections between your SkyHD box and TV. If you are still experiencing the same issue, restart your SkyHD box as follows:
 - 1 If possible, make sure the box is in standby (amber power light).
 - 2 Wait one minute (important to avoid damage).
 - 3 Turn the box off at the mains and wait one minute.
 - 4 Turn the box back on. The power light turns amber.
 - 5 Wait 30 seconds then press the power button.
 - 6 The box comes out of standby and the power light turns green. If this doesn't solve it, call Customer Service (see your **Terms & Conditions**).

Display messages

Read these tips if you see a message on-screen and you don't know what to do next.

Message	What does it mean?	What to do now
<i>Insert your Sky viewing card</i>	There's no viewing card in the viewing card slot of your SkyHD box.	Insert or reinsert your viewing card in the direction of the arrow. The card holds all the information your SkyHD box needs to know about your subscription.
<i>There is a problem with your Sky viewing card</i>	Your SkyHD box cannot recognise your viewing card.	Check that it's your viewing card, that it's in the right way up, and that it's not damaged.
<i>Insert your new Sky viewing card</i>	You have inserted your old viewing card.	Remove your old viewing card and insert your new viewing card.
<i>This viewing card is not authorised</i>	—	Call the telephone number shown on your screen to get your viewing card authorised.
<i>This is the wrong card for this Sky HD box. Insert the correct Sky viewing card</i>	You have more than one box and have put the wrong viewing card in this SkyHD box.	Insert the correct viewing card for this SkyHD box.
<i>You cannot purchase this programme at the moment</i>	Most likely because of a temporary problem, you can't buy this programme now.	You may be able to buy it later.
<i>This programme has already started</i>	The programme has already started and you can't buy it now.	Check the listings to find out when it's on next so you can buy it then.

Message

What does it mean?

What to do now

There is insufficient credit left on your viewing card

There's not enough credit / space left on your viewing card account to buy this programme / store the information for this programme.

First check that the telephone lead between your SkyHD box and the socket is properly plugged in. If you still see the message, call the number shown on your screen so you can order this programme.

You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes

The wrong PIN has been entered three times in a row.

You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, go to sky.com/pinhelp

No satellite signal is being received

This could be due to bad weather, such as strong winds or heavy rain. Snow on your minidish can also cause a loss of signal.

If the picture isn't restored after the weather has cleared, or the conditions are fine, check that the cables from your minidish are correctly plugged into the back of your SkyHD box. Otherwise, restart your box by following the steps under **My SkyHD box isn't working** (page 54). If this doesn't resolve the problem, call Sky Customer Service on the number provided in your **Terms & Conditions**.

To use the full range of interactive services please ensure that an operating telephone line is connected

Your SkyHD box is not connected to an operating telephone line.

Check that the telephone lead between your SkyHD box and the socket is properly plugged in. Follow the steps described under **My phone line is not connected** (page 53).

Upgrade your subscription to view this channel

You don't have the right subscription.

Follow the instructions on-screen to upgrade your subscription.

Message

What does it mean?

What to do now

No signal found

Your SkyHD box couldn't find a signal after you asked it to find new channels.

Check the settings you entered were right.

This programme is no longer available

You selected a programme that is no longer available in your Planner.

Select another programme.

System fault

There was an unexpected error with your SkyHD box during system setup.

Call Sky Customer Service (see your **Terms & Conditions**).

*Housekeeping.
Please wait*

Your SkyHD box is trying to resolve a system fault.

Wait for your SkyHD box to resolve the problem; if it is not resolved call Sky Customer Service (see your **Terms & Conditions**).

The batteries in this remote control are low. Please replace within the next few days (or you see a battery symbol in the Now, Next & Later banner)

The batteries in the remote control need to be changed to avoid losing your remote control settings.

Change the batteries in your remote control as soon as possible. See **Replacing the batteries** (page 41).

Channel not available


You have entered the wrong channel number. If it's an adult channel it may have been removed by parental control settings.

Select a different channel or turn off the *Remove Adult Channels* setting under *Parental Control > Adult Channels*. See **Having more control over kids' viewing** (page 28).

Telephone numbers

You can find Sky and other broadcasters' phone numbers in your Sky Guide;
Press **services** (for *Options*), press **down** then select the *Contact Us* tab.

This list includes specific numbers for SkyHD.

When you call, please have your system information available as we will need this to deal with your problem. To find this information, press **services**, scroll right and select *Settings*  then select the *Details* tab.

Remember for online help, go to sky.com/help



SkyHD Specifications

The following specification is for the SkyHD box made by BSkyB. Specifications may change without notice.


General

Input voltage:	230V ~; 50Hz
Input power:	25W (max.)
LNB output:	+13/+18V DC 250mA max.
Weight:	2.0kg (packed)
Dimensions:	273mm x 204mm x 52mm (inc. rubber feet)

Operating temp. range: +5°C to +45°C

Storage temp. range: -20°C to +60°C

Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75Ω (950-2150 MHz)
TELEPHONE LINE:	RJ11, V34
DIGITAL AUDIO OUT:	OPTICAL digital-audio socket for 5.1 surround sound
USB 2.0  :	(for future connectivity)
SCART:	SCART (composite video out; RGB out)
HDMI :	HDMI :1.3a type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T and 100BASE-TX
10 PIN MINI DIN:	(for future connectivity)

This product is intended for use in the UK, ROI, Channel Islands and Isle of Man only.




Hereby, BSkyB declares that this set-top box is in compliance with the essential requirements and other relevant provisions of the following Directives: 2006/95/EC (LVD Directive); 2004/108/EC (EMC Directive); 1999/5/EC (R&TTE Directive).



If you connect earthed equipment to the RS-232 port, you must use an approved screened cable.

The model number, serial number and electrical rating of this set-top box are on a label on its base and rear.

HD jargon-buster

DVI	Digital Video Interface. Provides high-bandwidth digital connection between a video source and a TV. Audio is carried separately.
HDMI	A High Definition Multimedia Interface is like a High Definition scart cable, a high-bandwidth digital connection for both video and audio. HDMI ensures the best video signal is sent from the source (HD signal) to the display (LCD, Plasma, DLP). It does this by sending uncompressed video and multi-channel audio to the TV through one single cable.
HDCP	High bandwidth Digital Content Protection (HDCP) is a copyright protection system that is included in HD TVs and receivers. It prevents unauthorised duplication and distribution of copyrighted content.
HD READY	 HD ready is a labelling scheme being introduced by the European TV manufacturers' organisation EICTA to help you choose an HD TV. The HD ready logo will appear on an increasing number of TVs in the shops. Sky's HD service is designed to work with TV sets that carry the HD ready label. So look for the logo to make sure you're ready for HD.
HD TV	HD TV (High Definition television) provides a higher quality display with a vertical resolution display from 720p to 1080i. These rates translate into a frame rate of up to 50 frames per second; twice that of conventional TV. HD TV pixel numbers range from one to two million, compared with SD TV's range of 300,000 to one million. As for audio, HD TV receives, reproduces, and outputs Dolby® Digital 5.1 audio. This HD TV designation means that the set has an internal digital tuner/decoder, as well as meeting HD TV widescreen specifications. HD TV sets display in 1080i/720p.
INTERLACED SCANNING	With interlaced scanning, a display shows all the odd lines at one scan of the screen and then all the even lines in a second scan of the screen.
PIXEL	Pixel is the abbreviation for "picture element". Pixels are the smallest bits of data in a video image. The more pixels there are in an image, the greater the resolution.
PROGRESSIVE SCANNING	Progressive scanning is based on the principle that all the horizontal scan lines are 'painted' on the screen in one pass. 720 or 1080 horizontal lines are scanned progressively or in succession in a vertical frame. This is repeated 50 times a second. Some displays, for example LCD and plasmas scan progressively, whilst CRTs in TV sets usually scan using interlaced lines.
720p	720p means the vertical resolution of the TV picture is 720 lines. 'p' refers to progressive scanning.
1080i	1080i means the vertical resolution of the picture is 1080 lines. 'i' refers to interlaced scanning.

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You are not authorised to use your SkyHD box in a way which infringes the intellectual property rights of third parties. Copying programmes is unlawful under the Copyright, Designs and Patents Act 1988, except in a limited number of circumstances such as for the purpose of showing in schools (section 35) and timeshifting for private and domestic use (section 70).

The details in this guide are correct at the time of issue. Programme references are for feature illustration purposes only and do not necessarily reflect current scheduling. The specification and features are subject to change at any time without notice.

No responsibility can be accepted for any failure of your SkyHD box to receive, process or act on information transmitted to it, or any change in the performance of your SkyHD box as a result of the transmission of this information.

This product is intended for use in the UK, ROI, Channel Islands and Isle of Man only.

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Notes

Notes



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